

AIMS 2000 Operations

AIMS 2000 System



Action Systems, a division of V&A Incorporated
Las Cruces, New Mexico

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The Action Systems' "A" case concept and design is protected under the following
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Preface

The AIMS 2000 is an integrated computer system in an airline approved carrying case. It contains a comprehensive power storage and management system, a laptop computer (with its own power management capabilities), a printer, a label writer, a global positional system (GPS), and a page scanner. Software is included to operate and integrate all of this equipment as well as several models of digital camera.

This document describes the features of the AIMS 2000 and addresses the operation, troubleshooting, and correction of commonly encountered situations. Because each of the installed software packages contains many options for individual situations, specific technical questions should be referred to the included technical manuals.

This documentation was produced in support of the AIMS 2000 for

Federal Emergency Management Agency
National Emergency Training Center
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16825 South Seton Avenue
Emmitsburg, MD 21727

Operation

CAUTION: THE EQUIPMENT COVERS INSIDE THE AIMS 2000 SHOULD NOT BE OPENED! Hazardous voltages may be present at any time. There are no field serviceable components under the equipment covers.

Overview

The AIMS 2000 consists of three cases:

- The “A” case (Figure 1) contains the laptop computer, the printer, and the scanner, internally mounted batteries and power management systems. This case contains the most frequently used components of the AIMS 2000 and will probably be the most used.



Figure 1 "A" Case

- The “B” case (Figure 2) contains the Logitech PageScan Scanner Base, LabelWriter XL Plus, Sony Mavica Digital Camera, and the Sony Digital Video Camera. AC adapters, camera battery chargers, and camera batteries are included in the top portion of the case behind the Velcro flap.



Figure 2 "B" Case

- The “C” case (Figure 3) is a soft case that contains the various telephone and power adapters, a small tool kit, and standalone power supplies for the various components of the system. This case should be deployed anytime the AIMS 2000 will be used outside of the United States.



Figure 3 "C" Case

Power

Sources

The AIMS 2000 can operate from a variety of power sources: external A/C power, external D/C power, and from internal batteries. When connecting to or disconnecting from an external power source, you may hear a click from inside the case. This is caused by relays within the unit and is normal.

External A/C Power

The Alternating Current (A/C) connection to the AIMS 2000 accepts input voltages as stated on the **External A/C Power** panel. Depending on the components in use, the state of the various batteries in the system, and the current operating conditions, the system will draw up to one ampere from the source. The system has circuitry to ensure overloads do not cause damage to the AIMS 2000 or to the installed components. The system also contains protection against heat by monitoring the temperature inside the case to ensure it does not exceed 170 degrees Fahrenheit.

NOTE: When the case exceeds 170 degrees Fahrenheit, the case will shut itself down. After the case has cooled down, the case will be able to be turned back on. This downtime depends on how hot the case was when it finally turned itself off.

The A/C Power Supply is connected to electrical power through a standard, three-wire power plug located on the back of the case, as shown in Figure 4. Connect the other end of the power cord to a three-prong power source. Using appropriate adapters, the AIMS 2000 may be connected to a wide variety of sources. Since it will accept a wide variation in input voltages and frequency, as described above, the AIMS 2000 can be safely connected to standard A/C power sources in most of the world. Nonetheless, precautions must be taken to ensure the power connections are correct. **In particular, the AIMS 2000 is not certified for direct connection to US military aircraft since power is usually generated at 400 Hz unless indicated on Input Power Panel.**

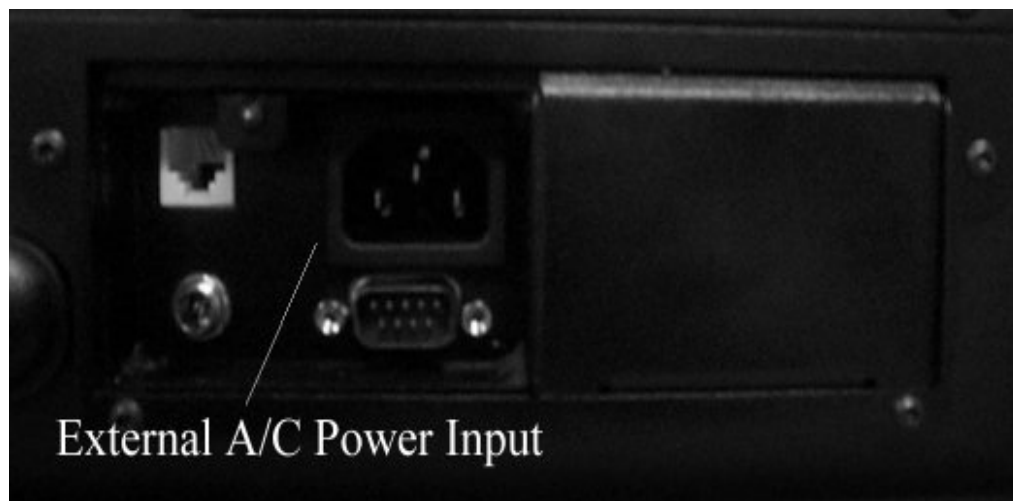


Figure 4 External A/C Power Input

The AIMS 2000 contains circuitry that will automatically reset after an overload, but if the system fails and does not come back up after approximately 10 minutes, this condition must be considered a non-repairable condition and the unit should be returned to the factory for repair.

External D/C Power

The Direct Current (D/C) Power Supply connector is the small, round, single pronged connector on the outside of the AIMS 2000 case, as shown in Figure 5. Look on the **External D/C Power** panel to get the case's acceptable D/C voltage range. This allows the AIMS 2000 to be connected to most civilian vehicles around the world. Nonetheless, precautions must be taken to ensure the power connections are correct.

NOTE: *If the voltages stated on the panel are exceeded, then there is the potential to harm the components connected to the case, especially the laptop.*

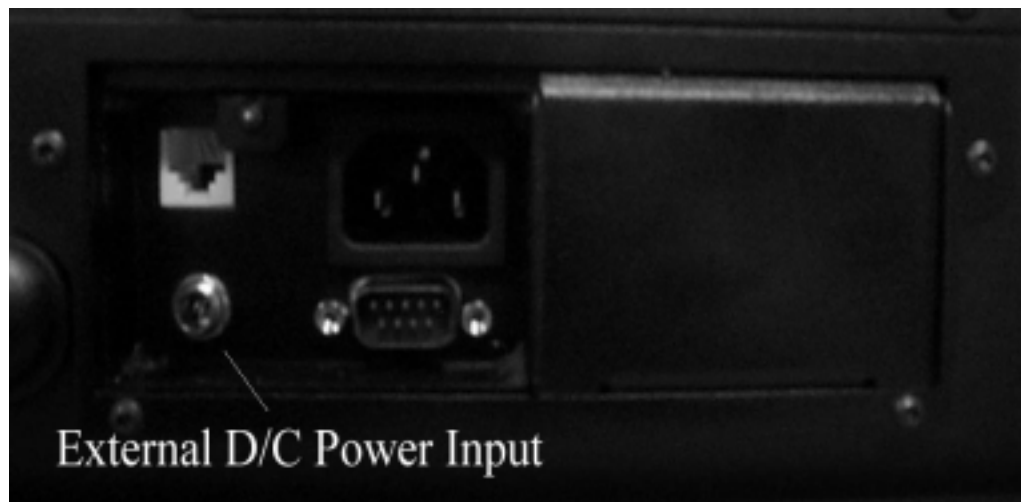


Figure 5 External D/C Power Input

Internal Battery System

Using internal batteries, no external power connections are required. When the AIMS 2000 is connected to an external power source, the internal batteries will automatically charge. Fully discharged batteries may require five to ten minutes of charge prior to laptop and peripheral operation.

NOTE: *All batteries have a limited life expectancy. Depending upon patterns of use and charging, the case batteries in the AIMS 2000 should be replaced every 18 to 36 months.*

Standalone Computer Power Supply

A power supply adapter, specifically designed just for the computer, has been included with your AIMS 2000. While the power sources as described in the previous paragraphs should be adequate for normal operation, there are several exceptions that deserve mention:

Fast recharge the computer batteries – the 10-hour recharge time for the computer batteries will be fine for most circumstances, but there are times when you will need to be able to get the batteries charged sooner. This power supply can completely recharge the computer batteries in as few as three hours. To accomplish this, the computer must be powered off.

Independent computer operation (independent of the AIMS 2000 case and peripherals) – there may be times when you need to carry just the computer with you, e.g., a short overnight trip. While the AIMS 2000 is designed to be operated as a fully integrated system, all of the capabilities of the individual components have been retained. Internal batteries will operate the laptop when separated from the AIMS 2000.

Failure of the AIMS 2000 power system – with the standalone power supply, you have the redundancy you may need should your AIMS 2000 power system ever fail (see the Troubleshooting section of this manual on page 36 for more information).

Power Management

Because the AIMS 2000 is a sophisticated system with multiple potential power sources and several battery-powered components, optimal Power Management requires operator actions.

When external power, either A/C or D/C, is available, that should be the preferred power source since it will generally provide the longest uninterrupted operation. One of the best techniques we have found when external power is not available is to take advantage of the power management features of the laptop computer. In this situation, the AIMS 2000 case batteries will be used to fully recharge the laptop computer batteries and then place the **CPU** switch in the off-position (the laptop computer will be disconnected from the case batteries). Using this technique, the power management features of the laptop can be monitored to ensure power is available at all times to the computer. When the batteries in the computer become low with use, the **CPU** switch can be placed back in the on-position until the computer batteries have been restored.

Of course, after a couple of hours on battery power, the AIMS 2000 internal batteries will no longer be able to fully charge the computer batteries. At this point, the AIMS 2000 should be connected to external power or data should be saved to disk and preparations made to power down the system.

The AIMS 2000 peripherals can consume quite a bit of power, even when just idling. Therefore, if you anticipate operating for an extended period on the batteries, turn off any peripherals you are not using.

Controls and Indicators

The AIMS 2000 control panel includes two indicator lights and three operator accessible switches, all with internal lights (see Figure 6).

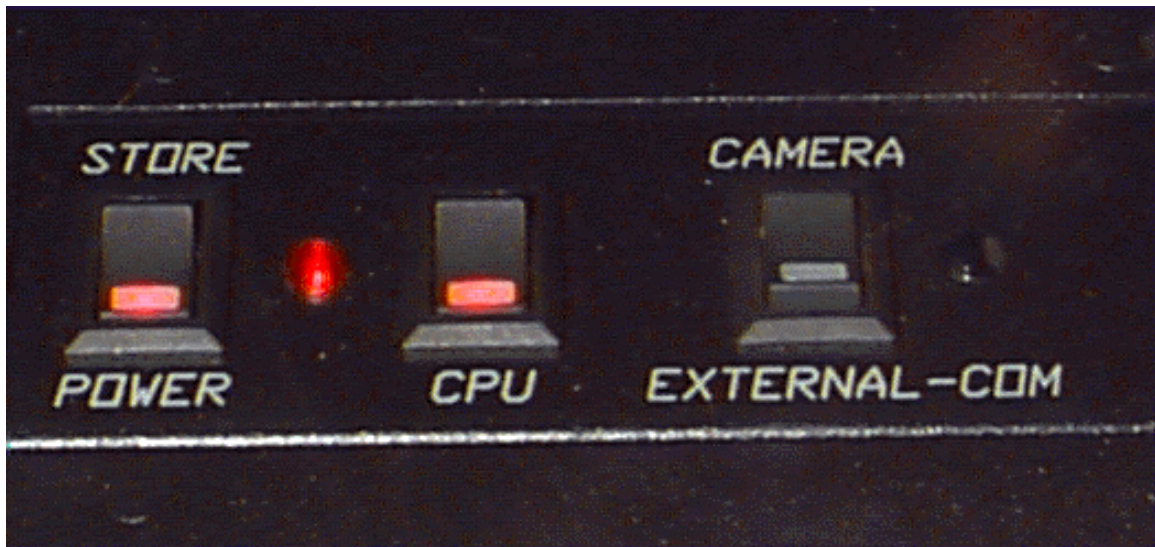


Figure 6 Controls and Indicators

External Power Light

This light, located between the **Store/Power** switch and the **CPU** switch, is illuminated whenever the AIMS 2000 is connected to external power.

Case Battery Light

This light, labeled **CASE BATTERY** and located between the **CAMERA/COM 1** switch and the **SECURE** switch, is green when there is plenty of power remaining in the internal case batteries and red when the power in the batteries is low (an alarm will also sound). Switching the power switch to Store can turn off the alarm. This will stop all components not powered by their own power supply (i.e. batteries).

NOTE: When the alarm sounds, immediately start to shut the system down. There is at least five minutes until the case's power is unable to support the system. This should be enough time to save all unsaved work before the system shuts down. However, if there are components that run on battery power (i.e. the laptop), those will continue to function normally.

NOTE: Switching the power switch to **STORE** can turn off the alarm. This will stop all components not powered by their own power supply (i.e. batteries).

Store / Power Switch

In the **Store** position, the AIMS 2000 computer and peripherals are disconnected from A/C and D/C power. This should be the position of the switch when the unit is to be stored for more than one day.

NOTE: *Since the internal AIMS 2000 batteries and battery charging system are always connected to external power, during long periods of storage the AIMS 2000 batteries can be periodically “topped off” by applying power to the AIMS 2000 for a few hours.*

In the **Power** position, the AIMS 2000 peripherals are connected to external power, power will be available to the **CPU** switch (see the next section), and the light internal to the switch will be illuminated. This should be the position of the switch during normal operations.

CPU Switch

When this switch is placed in the **CPU** position (and the **Store/Power** switch is in the **Power** position), the AIMS 2000 case will provide power to the laptop computer and the light internal to the switch will be illuminated. In the other position, the laptop computer will have to operate on its own internal power. Please refer to the Power Management section on page 6 for more information.

Camera / External-COM Switch

In the **Camera** position, the serial port of the computer is connected to the serial port on the inside of the case, designed for camera connections.

In the **External-COM** position, the serial port of the computer is connected to the 9-pin connector on the back panel of the case (see Figure 7).



Figure 7 External COM

Turning on the System

To power up the case:

- Open the lid of the case.
- Locate the switch labeled **Store/Power**.
- Position the switch to the **Power** position.

Power will now be provided to all devices in the case except the computer.

To power up the computer:

- Ensure the **Store/Power** switch is in the **Power** position and then turn on the rocker switch labeled **CPU**.
- Open the computer by pushing the latch inwards and lift the display panel.
- Press and hold the **Power Switch** until the **Power Indicator** light illuminates as shown in Figure 8.

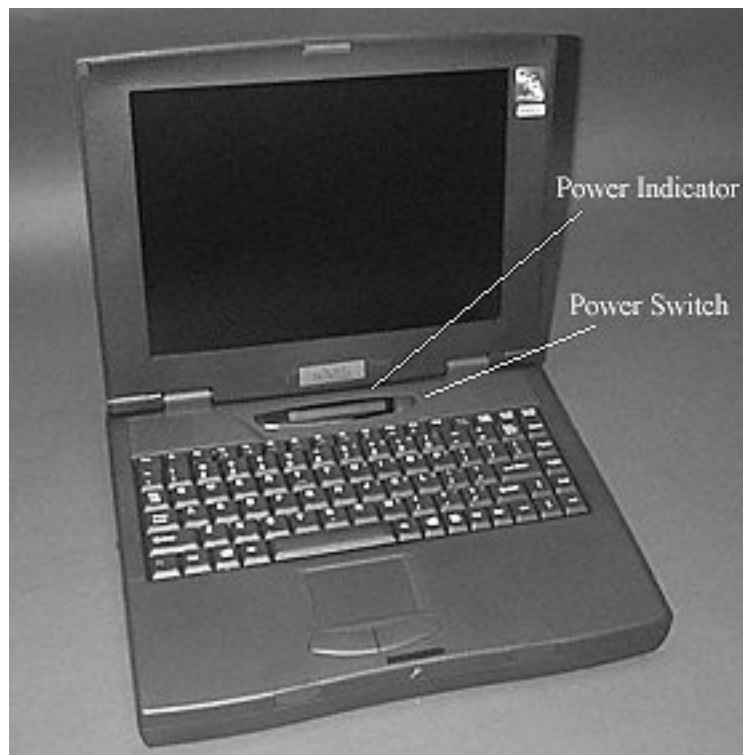


Figure 8 Power Switch and Indicator

Software

Shutting Down

NOTE: It is very important that you let Windows 98 shut down your computer before you turn the power off.

Follow these steps to shut down the computer:

- Click **Start** and then **Shut down**. Windows 98 will display a box similar to that shown in Figure 9.

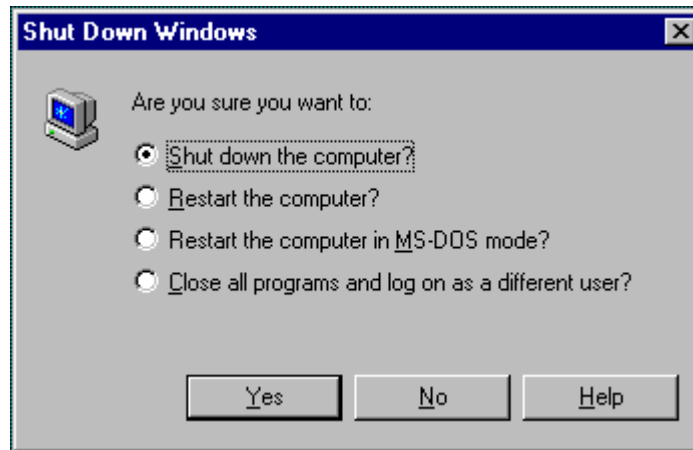


Figure 9 Shut Down Windows

- Make sure the circle for **Shut down the computer?** has a dot. If it does not, click on the empty circle and one will appear.
- Click the **Yes** button and Windows 98 will begin the process of shutting down the computer. After the Windows 98 completes this process, the computer will automatically shut itself off.

Desktop Layout

The following are descriptions of areas in Figure 10:



Figure 10 Desktop Layout

Start Button – When you click on the **Start** button, you will see a menu that allows you to access your programs, e.g., **Help** (a way to find things on the computer).

Taskbar – The gray bar that runs the length of the bottom of the screen with the **Start** button on the left side and the time on the right side. Every time you start a program or open a window, a button representing that window appears on the Taskbar. When you close a program, its button disappears from the Taskbar.

NOTE: The Taskbar may be hidden at times. Move the mouse to the bottom of the screen or hold the **Ctrl** button down and press the **Esc** key to bring it back.

Notification Area – Icons depicting the system configuration or status, such as a picture of a battery showing the power remaining in the battery of the computer.

Time – The time setting on the computer. To display the date, position the cursor over the time without moving for about two seconds. To change the time or date, double-click on the numerals and Windows 98 will display a dialog box.

Creating a Document

To create a document:

- From the Desktop, double-click on the **Microsoft Office** folder. This will open a window similar to that in Figure 11.



Figure 11 Creating a New Document.

- Double-click on one of the seven icons as appropriate for the document to be created. For example, to create a new spreadsheet, double-click on the **Microsoft Excel** icon. This will start the application and load an empty document ready for you to start working.

- When you are finished editing the document, be sure to save it to disk so that it will be available for editing during a future session.

NOTE: By default, Windows 98 will save your document in the **My Documents** folder.

Retrieving an Existing Document

There are three simple ways to retrieve an existing document:

- If the document was recently created or modified, click the **Start** button. Go to the **Documents** item and select the file.
- If you know where the document is saved, then open up its associated program. From the file menu, click on **File** and choose **Open**. Navigate to the folder where the file resides and double-click on the file.
- If the document was saved in the **My Documents** folder (the default for Windows 98), then from the Desktop, double-click on the **My Documents** folder to open a window similar to that in Figure 12.

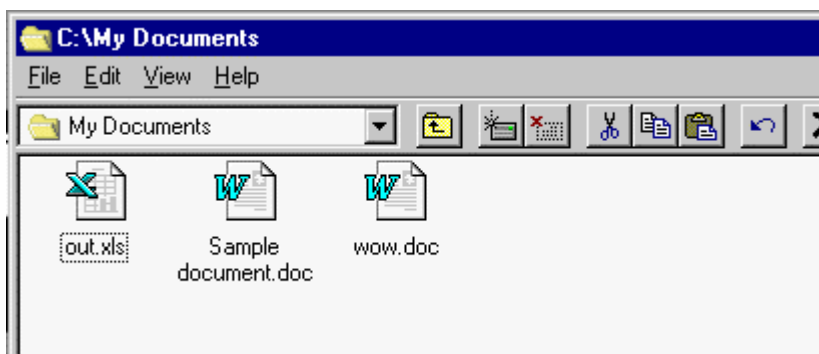


Figure 12 Retrieving an Existing Document

Double-click on the document you want to edit. Windows 98 will automatically open the document using the application associated with that document.

Printing a Document

To print a document:

NOTE: All of the following actions will print the document to the default printer. If this is not what you want, then open the associated program (if not already open) and from the menu bar click on the File menu and select Print. This will bring up a dialog in which you can select the printer desired.

- For an open document, click on the printer icon.
- From the folder you saved the file in (the default for Windows 98 is the **My Documents** folder), right-click on the document and choose Print.

The Image Apps Folder

When you open the **Image Apps** folder, you will see image application icons as shown in Figure 13.



Figure 13 Navigating the Image Apps Folder

MGI PhotoSuite – This application is used to edit or create images.

MGI VideoWave – This application is used to apply different visual effects to images.

Acrobat Reader – This application is used to view, search, and print predefined .PDF files.

PaperMaster SE – This application is used to control the printer.

Conference Card Wizard – This application is used to help in setting up a conference call.

CaptureVision 95 – This application is used to capture images from the Nogatech vid-cam.

AV Recorder – This application is used to record video segments from the Nogatech vid-cam.

HiJaak 95 Capture – This application is used to capture images off of the desktop.

HiJaak 95 – This application is used to view images.

HiJaak Paint – This application is used to manipulate images.

HiJaak Sketch – This application is used to create images.

HiJaak Scan -- This application is much like the PageScan Control Center. It is used in conjunction with a scanner to scan documents and convert them to images.

PageScan Control Center – Used to control the page scanner.

The Norton Apps Folder

The **Norton Apps** folder (see Figure 14) contains several applications that are useful for configuring and maintaining your AIMS 2000.

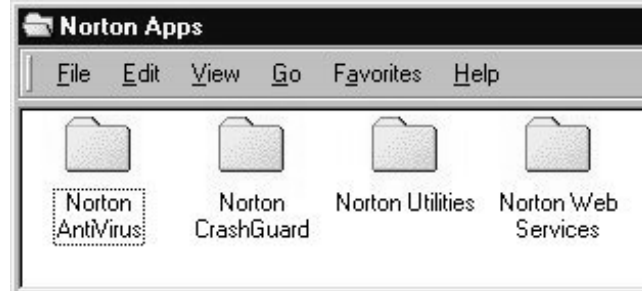


Figure 14 Norton Apps Folder

Norton AntiVirus – This folder contains applications used to prevent or clean viruses from the computer.

Norton CrashGuard – This folder contains applications that monitor and test your system for conditions that may affect performance and operation. Included in this application is a comprehensive anti-virus module.

Norton Utilities – This folder contains applications used to improve the performance of the computer.

Norton Web Services – This folder contains links to the Norton Utilities Web Services Center.

NOTE: *The Norton Web Services is an optional service provided by the Symantec corporation. It is only available to customers who pay Symantec for the use of these services.*

Utilities Folder

- Click on the **Utilities** folder on the desktop. This opens a window similar to that shown in Figure 15.



Figure 15 Utilities Folder

Internet Explorer – This application is used to search and view web pages. Clicking on the **Search** button links you to powerful Internet search sites.

NOTE: Internet Explorer is a browser to view web pages. These pages can either reside on the HDD, CD, FDD, or the Internet. If used to view pages on the Internet, then the computer must be hooked up to a LAN or a modem to be used.

NetMeeting – This application, in conjunction with the Nogatech video camera, allows you to participate in video conferencing calls.

NOTE: NetMeeting, as the name implies, requires an Internet connection; either through a LAN connection or through a modem, for this program to operate properly.

WinZip – This application is used to decompress compressed files such as .zip, .tar, .gz, .tgz, and so on.

Xircom Modem Test – This application is used to test the modem to ensure that it is working properly.

Xircom Country Select – This application is used to configure your modem in case of conflicting modem standards abroad.

Using WinZip

There are three reasons to using WinZip. These are to view the contents of a compressed file, to extract files from the compressed file, and to make a new compressed file.

- To view the contents of a compressed file, click on the file. This will bring up WinZip with a screen like Figure 16.

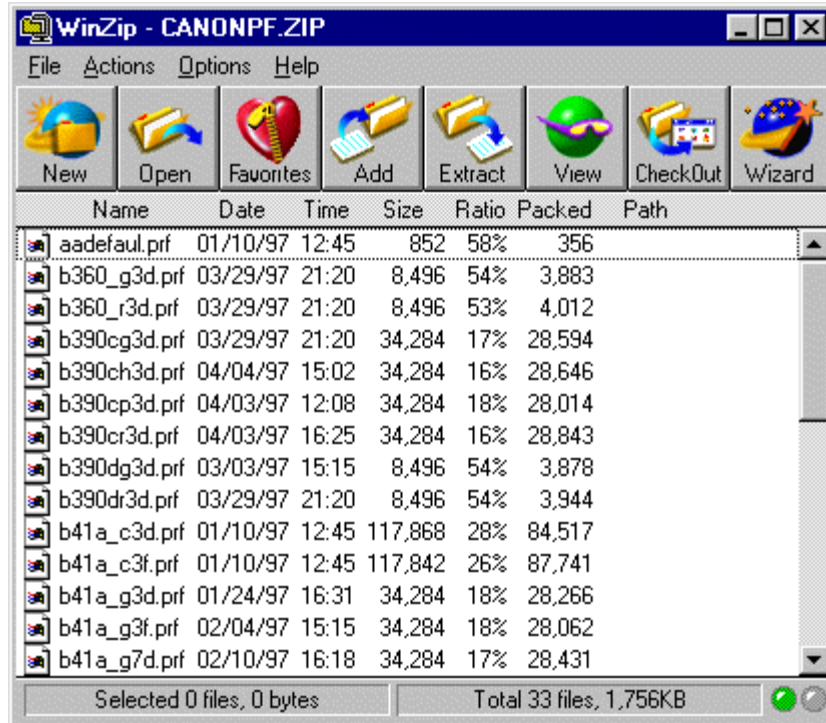


Figure 16 View Contents of WinZip File

- To extract files from the compressed file, select all the files to be extracted (This is achieved by holding down the **Ctrl** button and clicking on the files). If all the files are to be extracted press the **Ctrl + /** buttons (the / is a slash). Next click on the **Extract** button. This will bring up a screen like Figure 17. Next type in the destination directory for the extracted files. Hit the **Extract** button on the Extract form.

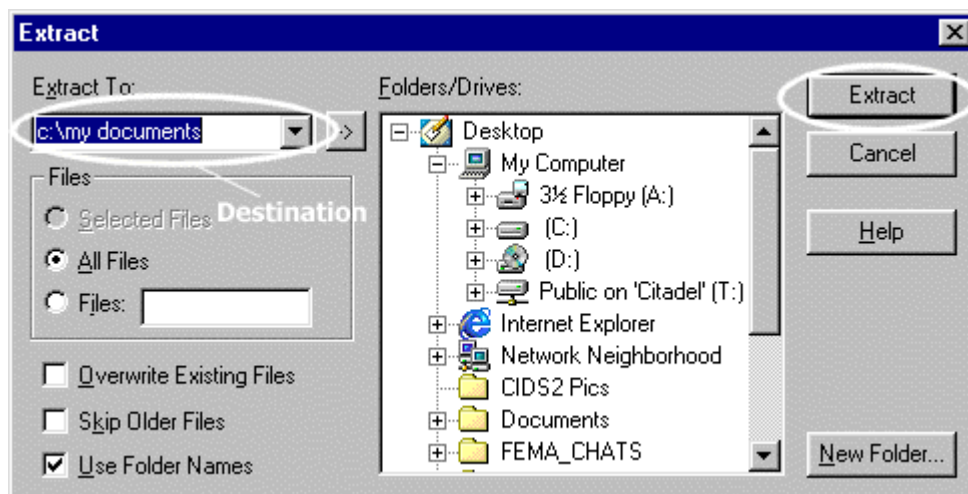


Figure 17 WinZip Extract

- To create a new compressed file, click on the **New** button. This will prompt you for the name and directory in which the file will be saved. Figure 18 will be shown afterwards. Select all the files and/or directories to be compressed into the zip file.

Afterwards hit the **Add** button or the **Add With Wildcards** button to actually create the zip file.

NOTE: After WinZip compresses the file(s), the file(s) will still be on the HD.

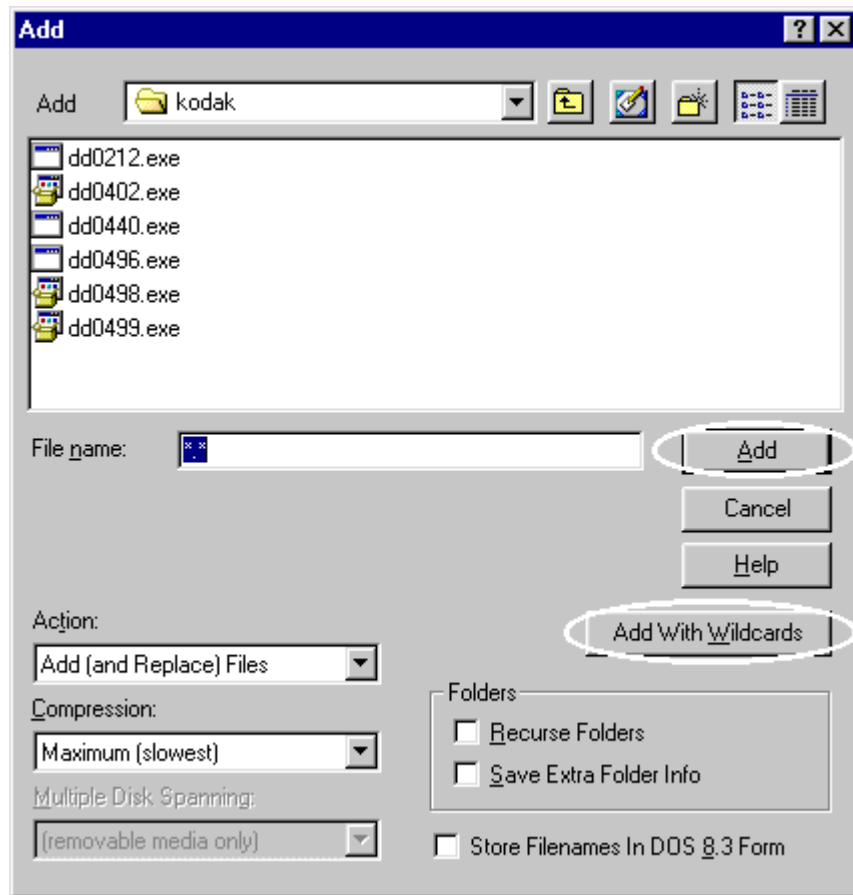


Figure 18 WinZip Add

System Backup

Regular backups are an important part of operating your system. The time and effort spent backing up a system is almost always less than the time spent recovering lost data. Using the procedures described in this section and the software included with your CIDS, you can backup your entire system or just selected portions. You can also specify the destination in which your information will be stored.

- Open the **Utilities** folder and double-click on the **Microsoft Backup** icon.
- If the **Welcome to Microsoft Backup** screen appears, click on **OK**.
- If the screen describing the **Full System Backup** appears, click on **OK**.
- After which a screen like Figure 19 will appear.

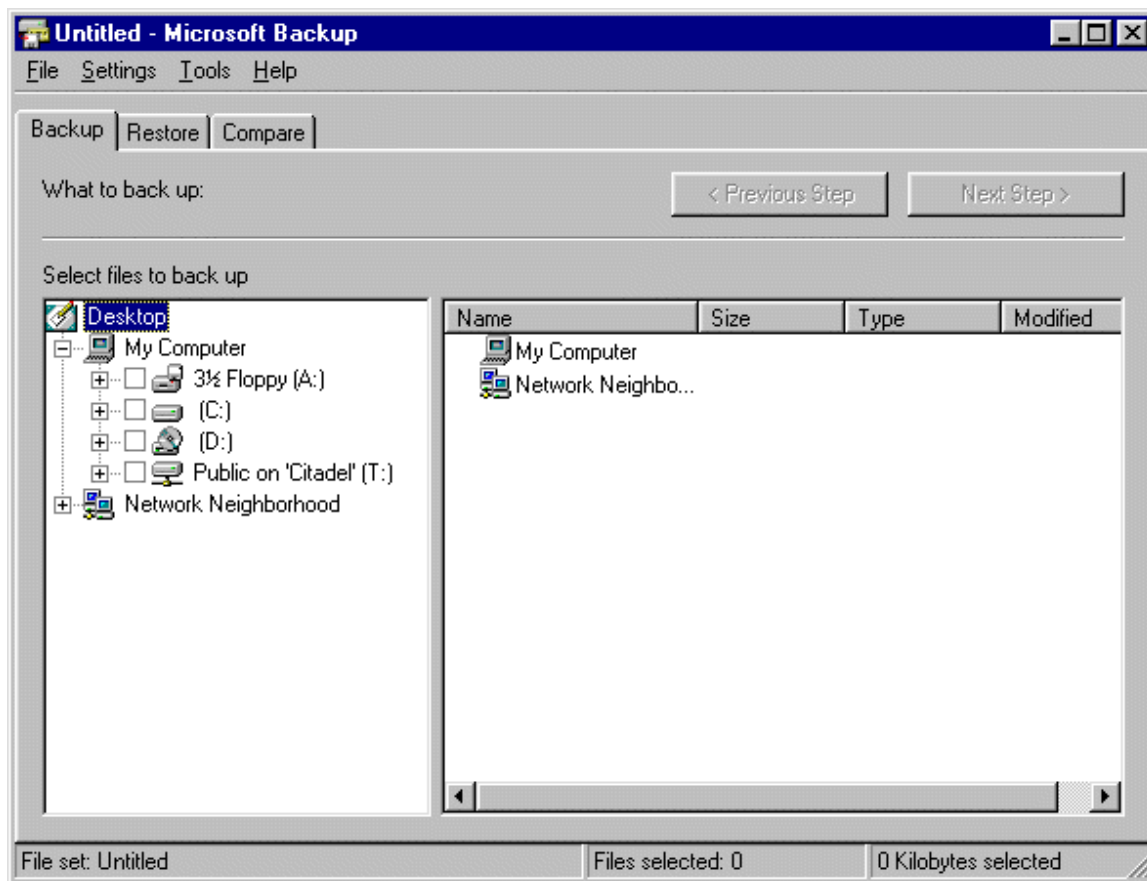


Figure 19 Microsoft Backup

- To backup your entire system:
 - Click on **File**
 - Click on **Open File Set**
 - Click on **Full System Backup.Set** and then click on **Open** (see Figure 20).

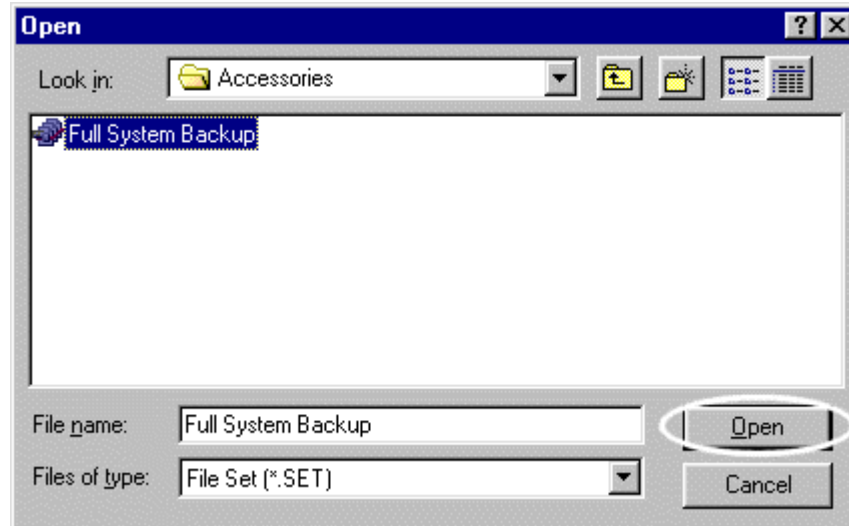


Figure 20 Backup Open Dialog

- Microsoft Backup will make a copy of the settings in your system registry.
- A **File Selection Screen** will be displayed while all the files on your C: drive are selected.
- If you just need to backup selected folders or files, use the standard Windows controls to display the level of detail required and then click on the box to the left of the folder (in the left window) or file (in the right window). When you select a folder, all the folders or files in that folder will be selected.
- Click on **Next Step** (see Figure 21).

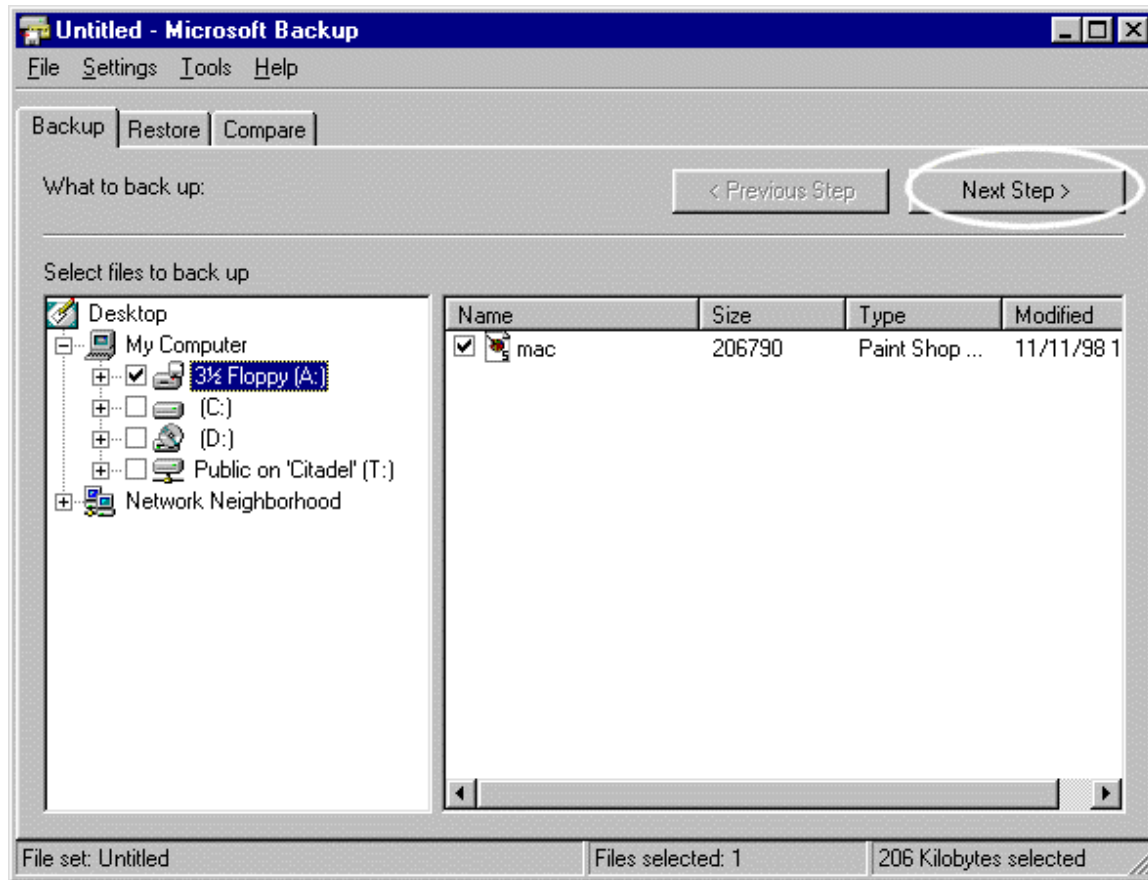


Figure 21 Backup: Next Step

- A screen will appear from which you can select the destination for your backup. This may be a set of floppy diskettes (3 1/2 Floppy (A:)) or PCMCIA hardcard.
- When the destination for the backup has been selected, click on **Start Backup**. (see Figure 22)

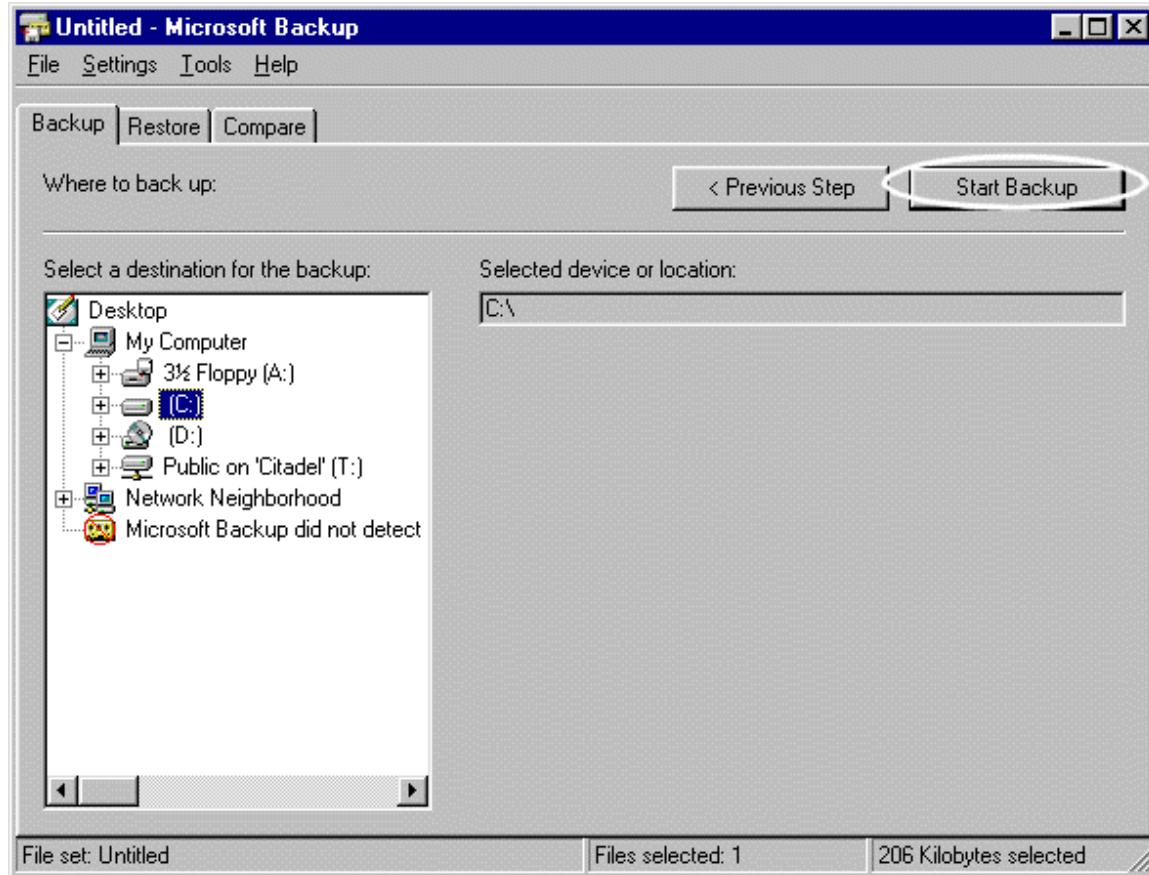


Figure 22 Backup: Start Backup

- Enter a label for your backup set and the backup will begin.
- Eventually a screen will appear announcing **Backup operation complete**.

NOTE: Be sure to take action regarding any errors that may occur during backup or the backup set will not contain the information you expect it to and your information will not be properly protected.

- **Microsoft Backup** will backup the information you have selected

Imaging

Scanning an Image using the PageScan Scanner

To scan a picture using the page scanner:

CAUTION: The scanner is self-propelled. Do not force paper through the scanner and do not force the scanner across a page. Damage to the scanner may result.

NOTE: *If there is more than one scanning program open, then you will not be able to scan. The solution to this problem is to close down all scanning programs, then proceed with the following steps.*

- If the PageScan Scanner is not connected to the computer or case, connect it.
- Double-click on the **Imaging** folder to open a new window.
- Double-click on the **PageScan Control Center** icon to open a window similar to that shown in Figure 23.

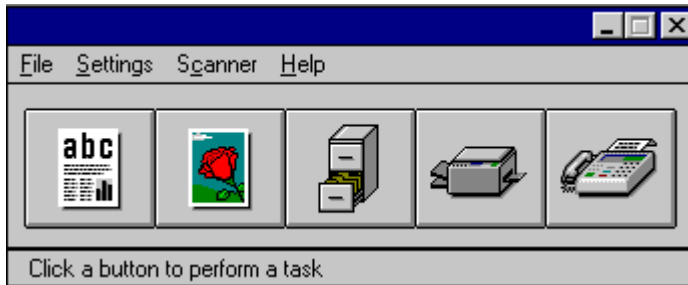


Figure 23 PageScan Scanner

- Place the document to be scanned in either of the following positions:
- Insert the document into the feed rollers at the front of the scanner (the beveled side).
- Remove the base of the scanner by sliding the bottom section forward. Put the base aside and the scanner section on top of the document (the scanner will crawl over the document).
- Click on the **Picture** icon as shown in Figure 23. This brings up a window similar to that shown in Figure 24.

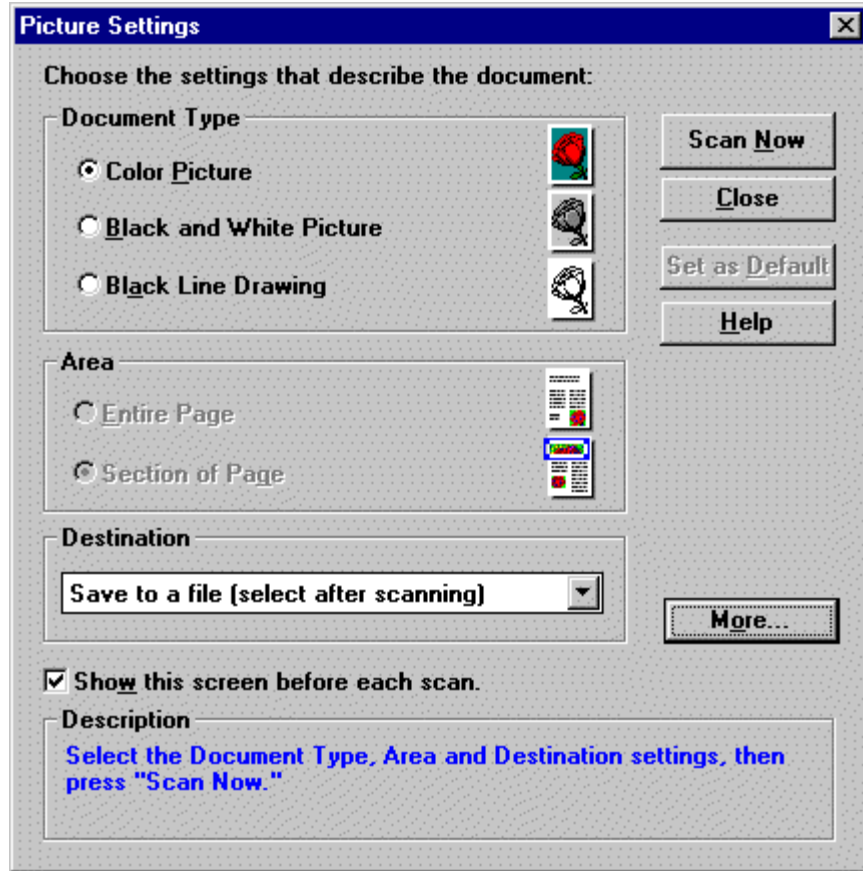


Figure 24 Foto Touch

- Click on the **Scan Now** button to begin scanning the picture. The best picture scan is using the **Black and White Picture** option as the **Document Type**.
- The picture will be loaded into the Logitech Foto Touch program. From there you can save the picture to a file (we recommend saving the file as a JPG type file for the greatest compatibility with other programs).
- You can now close Logitech Foto Touch by clicking on **File** and then **Exit**.
- The PageScan Control Center will still be running as shown in Figure 23. Close it by clicking on the **X** in the upper right corner of the window.

Taking Pictures with the Mavica Digital Camera

- Insert 3 ½ " HDD floppy disk into the camera's disk drive as shown in Figure 24.

NOTE: In order for you to save pictures taken with the Mavica, the disk must be inserted firmly in the drive.



Figure 25 Inserting floppy into Mavica

- When you wish to transfer the images from the floppy disk to the computer, take out the floppy disk and insert it into the FDD of the computer.
- Double-click on **My Computer** and then double click on the **A: Drive** icon.
- Select the images you wish to transfer to the computer by holding down the **Ctrl** button on the keyboard and clicking on the images you wish to transfer.
- Once all the files are selected, hold down the mouse button and let go of the **Ctrl** button.
- Drag the files to the **Images** folder on the **Desktop** and let go of the mouse.
- This will copy all the files from the **A: Drive** to the **Images** folder.
- Now you can safely delete the files on the floppy. If you wish to take more pictures with the Mavica repeat the steps in this section.

NOTE: By sliding the copy protect located on the bottom of the backside of the floppy, this will ensure that valuable pictures will be protected from accidental deletion.

Taking Pictures with the Sony Video Camera

- (Optional) Insert a videocassette into the video camera as shown in Figure 25.



Figure 26 Inserting cassette into the video camera

- Open the hood located on the backside of the camera as shown in Figure 26.



Figure 27 Opening the hood of the video camera

- Turn the power selector to the mode you wish to record (Camera for video, Photo for still-images, VTR for video playback) as shown in Figure 27.



Figure 28 Selecting mode of operation

NOTE: You must push in the green button on the selector to turn the selector to the desired position. Otherwise it will be locked in the **OFF** position.

- There are several ways to take pictures.
- Use the camera in conjunction with the Nogatech card through the S-Video cable as shown in Figure 28.

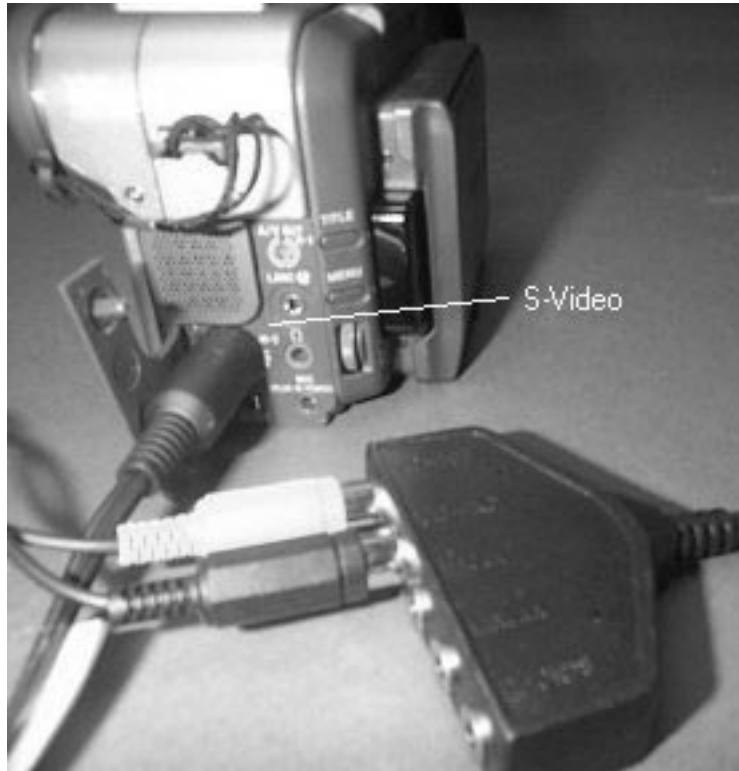


Figure 29 Attaching the S-Video Cable to the Video Camera

- This method allows immediate access to manipulate the images contained on the camera's videotape.
- Use the A-V cable to connect to another A-V device and playing back what is on the camera's videotape as shown in Figure 29.

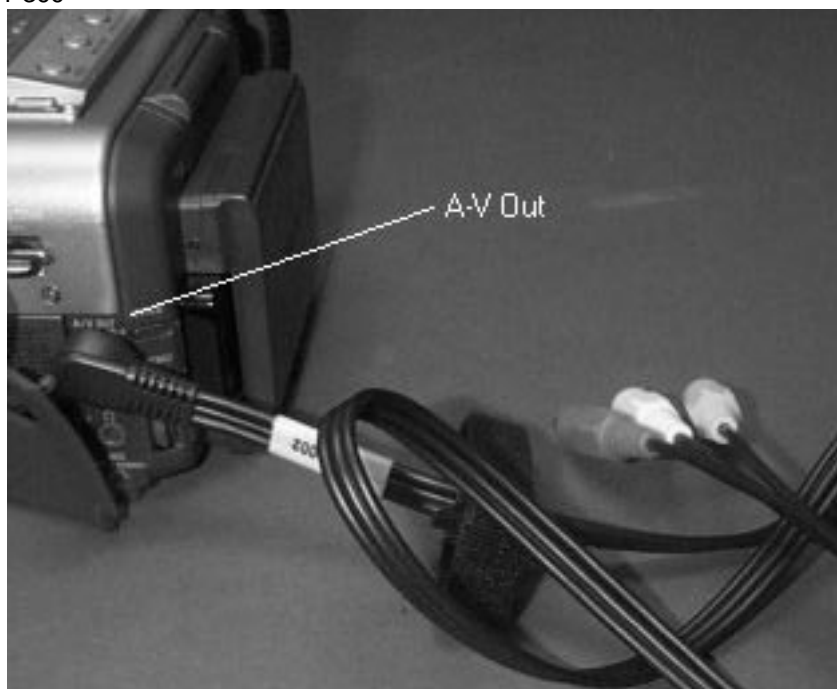


Figure 30 Attaching the A-V Out Cable

- This method allows the transfer of images onto a different media type such as a VCR tape.

Acquiring Images using the Nogatech Capture Card

To acquire images from the Nogatech video capture card:

- Plug the Nogatech video cable into the Nogatech video capture card.
- Insert the video capture card into the PCMCIA card slot.
- Connect any S-Video compliant camera to the Nogatech video cable.
- Double-click on the **Imaging** folder on the **Desktop** to open a folder similar to that shown in Figure 30.



Figure 31 Image Apps Folder

- Double-click the **CaptureVision** icon to open a window similar to Figure 31.

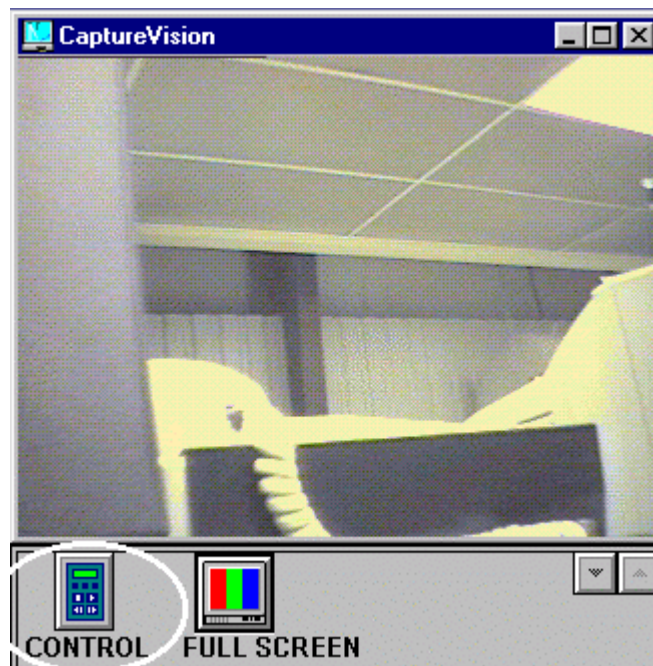


Figure 32 CaptureVision Window

- If desired, click the **FULL SCREEN** button to display a 640x480 pixel window. Single click in this window to return to normal view.
- Click the **CONTROL** button to display the **Control Panel** as shown in Figure 32.



Figure 33 Control Panel

- Click the **Camcorder/VCR** button (circled) to display the **Player/Recorder** controls as shown in Figure 33.

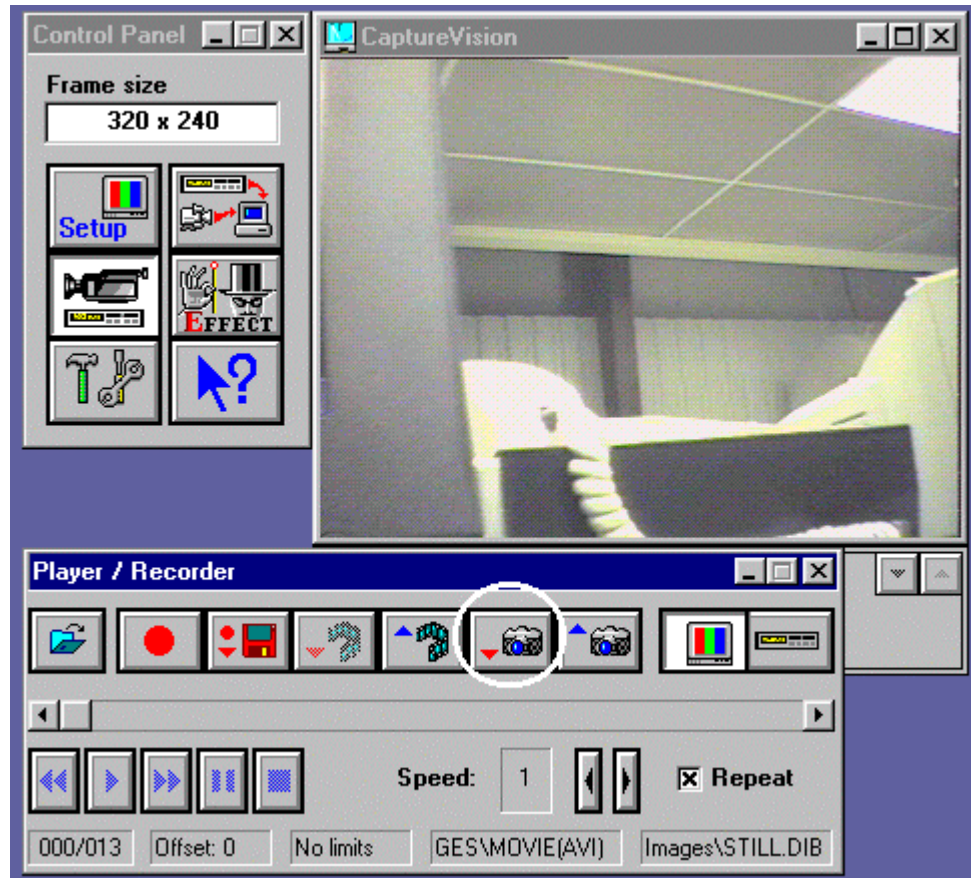


Figure 34 Player/Recorder Controls

- Connect the camera and point it toward a target.
- Double-click the **Camera** button (circled). A warning dialog may appear, similar to that shown in Figure 34. Click **Yes**.

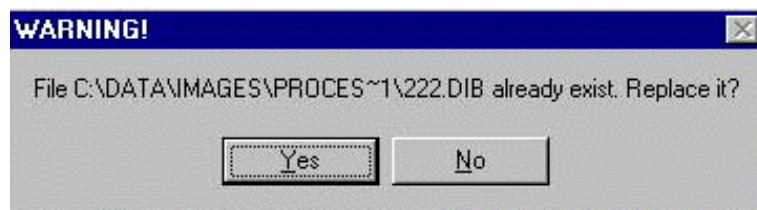


Figure 35 Warning

- Give the file a name and save it in a directory where .DIB formatted images can be converted to a format compatible with PhotoSuite.

Communications

Connecting a POTS Phone Line

An RJ-11 phone line connector is found on the back of the case (see Figure 35). This port passes through the case to the RJ-11 on the end of the docking bar where the modem is connected.



Figure 36 Telephone Connection

Global Positioning System

Setting up the GPS while the computer is docked

NOTE: For the GPS unit to operate, then the GPS must have a **clear, unobstructed view of the sky** in order to receive information from GPS satellites.

- Insert batteries into the GPS unit or plug the GPS unit into the 12-volt inverter since no power source will be supplied to the GPS unit.
- Plug the GPS's serial cable into the case's serial port as shown in Figure 36. Or you can plug the serial cable into the external COM port located in the rear of the case.
- Flip the **Camera/External COM** switch to the corresponding port you plugged the serial cable into (**Camera** for the Serial port or **External COM** for the External COM port.)



Figure 37 Setting up the GPS while the computer is docked

Setting up the GPS when the computer is not docked

- In this mode you have two options to power the GPS unit, use batteries or connect the GPS unit to the computer's PS/2 port using the Earthmate's keyboard port power cable as shown in Figure 36.
- If you choose the former, then insert batteries into the GPS unit. Next, connect the GPS's serial cable to the computer's serial port.
- If you choose the latter, then obtain the GPS's serial extension cable. Connect the serial cable to the extension cable as shown in Figure 37.
- Afterwards connect the extension cable's PS/2 cable to the computer's PS/2 port and the cable's serial cable to the computer's serial port.

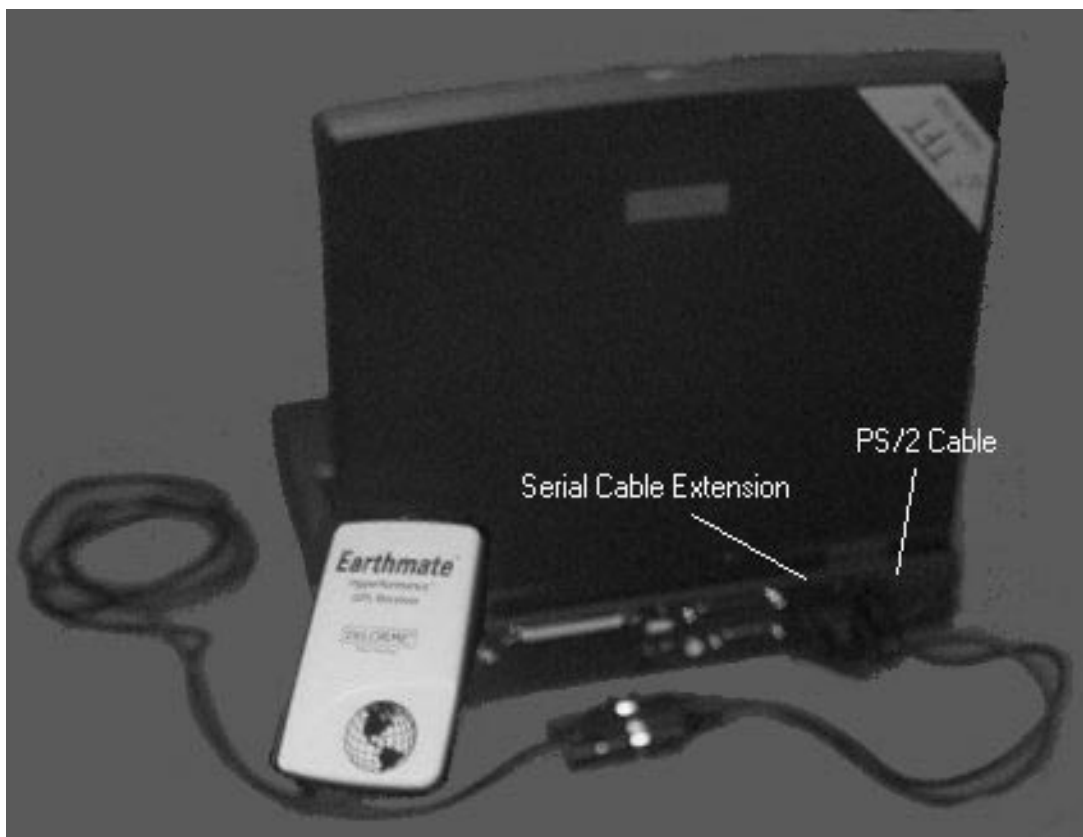


Figure 38 Setting up the GPS while the computer is not docked

Label Writer

Setting up the Label Writer

- Obtain the Label Writer's data cable
- Plug the data cable's data plug into the data jack located at the rear of the Label Writer (as shown in Figure 38).
- Connect the data cable's serial end into the **External COM** port located in the rear of the case

- Plug the AC Adapter into the back of the Label Writer and insert plug into a wall outlet
- On the case, flip the Camera/External COM switch to the External COM position.

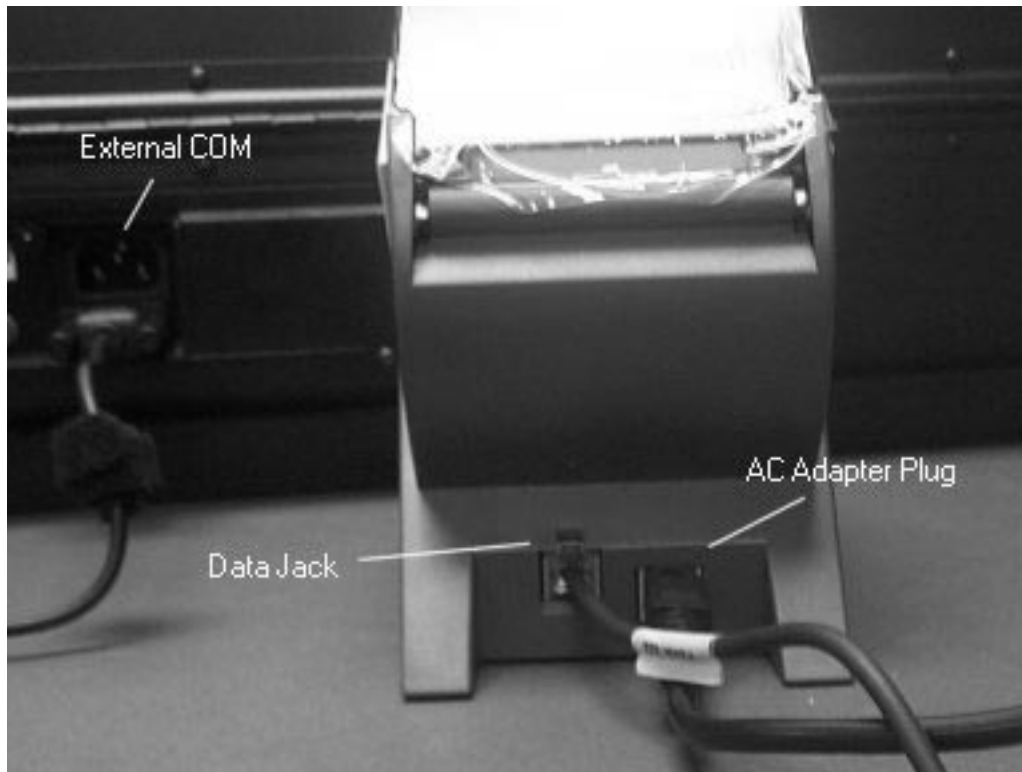


Figure 39 Setting up the Label Writer

Troubleshooting

Case and Power System

Nothing works

- If running from an external power source, is the single light on the AIMS 2000 control panel lit? If not, the AIMS 2000 is not actually connected to external power. Possible causes of this problem:
 - The A/C power cord is plugged into a power strip or plug that is not turned on.
 - The D/C power cord is connected to a source, e.g., a cigarette lighter, that requires the key in the vehicle to be turned on.
 - The power cord is not fully inserted into the socket or the power source has a blown fuse or circuit breaker.
- If the AIMS 2000 is running from internal battery power and the control panel switch lights do not come on or are only dimly lit, the case batteries are probably discharged.

Computer

I can't find my files

- Ensure the folder is the one in which the files were originally stored.
- If it was a recent file, then click on the **Start** button and go to **Documents**. A list of the most current files modified is there.
- Click on the **Recycle Bin** located on the **Desktop**.
- Click on the **Start** button. From there go to **Files** and select **Files or Folders**. Type in the file your looking for and click the **Find Now** button.

I can't find my programs

- Check the **Properties** for the program to ensure the link or shortcut to the program has not changed.
- Click on the **Start** button. From there go to **Files** and select **Files or Folders**. Type in the file your looking for and click the **Find Now** button.
- Click on the **Start** button. From there go to **Programs**. There should be a listing of all the major programs located on the list. Find the program from that list.
- **Backup all work** to an external media (i.e. floppy disk) and follow the procedures outlined in **Disk Recovery Procedure**.

Printer

Nothing prints

- Ensure the printer is turned on and that the paper is properly inserted.
- Check the cable from the AIMS 2000 to the printer.

One or more colors are missing

- Check or replace the ink cartridge.

The printer seems to be printing, but nothing shows up on the paper

- Check or replace the ink cartridge.

Scanner

Nothing scans

- Ensure the scanner connector is properly inserted into the AIMS 2000 – especially check that the connector is straight when it is inserted into the AIMS 2000 case.
- Close all scanning programs. Afterwards start the scanning program you want to use.

The paper jams

- Remove creases before inserting the paper.
- Ensure the bottom to the scanner is properly attached.

I need to scan a large document (larger than 8.5 inches wide) (Logitech only)

- Remove the bottom to the scanner and ensure the cable to the scanner is completely extended from the AIMS 2000. Put the scanner at one end of the document to be scanned and start the scanning software. As the scanner pulls itself across the document, monitor the cable to ensure it does not become entangled.

Modem/FAX Cards

General

- Make sure that the modem is properly inserted into the PCMCIA card slot. If it is properly inserted then a card icon should appear in the system tray (the area next to the clock).
- Try reinserting the communications card.
- Make sure that only one communications card is in the PCMCIA slots.

I cannot connect to the network

- Go to the **Start Menu** and select **Run**. Type in **winipcfg**. Click **Renew All**. Click **OK**.
- Restart the computer.

I cannot send a fax

- Shut down all communications programs. Disable the card on the taskbar. Remove the card. Insert the card. Restart the communications program desired. Try sending the fax again.
- After each time a secure fax is sent by the Ricoh card, the secure connection is lost. To send another secure fax, establish a new secure connection.
- If it is a **Non-Secure** fax, make sure that the **SECURE** switch is in the **OFF** position.
- If it is a **Secure** fax, make sure that the **SECURE** switch is in the **ON** position and that you have made a secure connection with the STU-III.

Camera

Camera is not recognized

- Verify that the **Secure** switch is not in the **Secure** position.
- Make sure the **Camera/COM1** switch is in the **Camera** position.
- Make sure that the camera's data cable is firmly connected.
- Turn camera on and set to connect.

Disk Recovery Procedures

The following procedures may be used to restore the AIMS 2000 software to its original configuration. The entire process will take about 10 minutes to complete.

CAUTION: These procedures will destroy all existing data on your hard disk!

- Turn the system power off.
- Insert the ASD System Image Recovery CD-ROM.
- Turn the system power on.
- If you do **not** want to continue hit **N**. Press **Y to continue the process and replace all the data on the hard drive.**
- The system will reboot when recovery is complete.
- If the system tries to perform the recovery again, simply remove the ASD System Image Recovery CD-ROM and reboot the computer.

Specifications and Components

Hardware	Manufacturer	V&A Part No.
Integrator A Case 1050	Action Systems	098-017
233 MHz Notebook (w/128 Mb RAM)	Action Systems	220-014
5.0 GB Hard Drive (Installed)	Action Systems	280-012
Li-Ion Battery (Installed)	Action Systems	220-021
5.0 GB Hard Drive (Spare)	Action Systems	280-012
Li-Ion Battery (Spare)	Action Systems	220-021
AIMS 2000 B Case	Action Systems	094-012
Accessory Case (Complete) C Case	Action Systems	176-002
Color Printer, BJC-80	Canon	230-004
Color Scanner, PageScan	Logitech	CHLT04
Color Scanner Base	Logitech	----
EarthMate GPS Unit	Delorme	350-014
LabelWriter XL Plus	Costar	240-025
Mavica Digital Camera	Sony	250-008
Li-Ion Battery for Digital Camera	Sony	-----
Digital Camera Wide Angle Lens	Sony	-----
Battery Charger for Digital Camera	Sony	-----
Li-Ion Battery for Digital Camera (Spare)	Sony	-----
Digital Video Camera DCR-SC100	Sony	250-011
Li-Ion Battery for Video Camera	Sony	-----
Li-Ion Battery for Video Camera (Spare)	Sony	-----
Microcassette Audio Recorder	Sony	240-020
Nogatech ClipCam	Nogatech	210-023-001
PCMCIA Cards	Manufacturer	V&A Part No.
PCMCIA LAN + 56k Modem	Xircom	210-025
PCMCIA Mobile Video Pro	Nogatech	210-023
SCSI Adapter Card	Adaptec	210-024
Cables	Manufacturer	V&A Part No.
A/C Power Cable	Action Systems	-----
D/C Power Cable	Action Systems	-----
Printer Power Cable, 6 inches	Action Systems	130-029
Printer Power Extension, 6 feet	Action Systems	130-037
Printer Data Cable, 1 foot	Action Systems	130-035

Printer Data Cable, 6 feet	Action Systems	130-034
Telephone Cable RJ-11 Cable 8 inches	Action Systems	-----
Telephone Cable RJ-11 Cable 10 feet	Action Systems	-----
Adaptec SCSI Cable	Adaptec	-----
DCR-SC100 S-Video cable	Sony	-----
LabelWriter Data Cable	Costar	240-025-002
GPS KB Port Power Cable	Delorme	-----
A/V Connecting Cable	Action Systems	-----
Cellular Phone Cable	Motorola	205-001
Power Supplies	Manufacturer	V&A Part No.
50W Power Inverter	Statpower	555-002
BJC-80 AC Adapter	Canon	-----
Notebook AC Adapter	Action Systems	-----
LabelWriter AC Adapter	Costar	-----
Digital Video Camera AC Adapter	Sony	-----
3 Plug Power Plug	Action Systems	-----
Accessories	Manufacturer	V&A Part No.
15 foot Heavy Duty 115 VAC Power Cord	Action Systems	-----
Small Field Use Tool Kit	Action Systems	-----
AIMS 2000 Consumables Kit	Action Systems	-----
Software	Manufacturer	V&A Part No.
Windows 98	Microsoft	320-004
Plus! 98	Microsoft	350-011
Internet Explorer 4.01	Microsoft	-----
NetMeeting 2.1	Microsoft	-----
Office Pro 97	Microsoft	320-003
PhoneSearch 3.0	Delorme	350-004
Global Explorer	Delorme	350-009
Street Atlas US v6.0	Delorme	350-014-001
HiJaak 98 Pro 4.5	Quarterdeck	330-001
Norton Utilities 3.0	Symantec	340-014
Norton Anti-Virus 4.0	Symantec	340-010
PhotoSuite 8.0	MGI	CSMG01
VideoWave 1.0	MGI	330-009
PageScan Color 1.3	Logitech	-----
NIST-Fire Modeling Software- FAST 3.1.3	GFE	GFEC003

AIMS 2000 Operations
Document Number: 401-300

NIJ – National Guidelines for Death Investigation	GFE	GFEC004
CPCS	GFE	GFEC006
USFA – Tech Report Series	GFE	GFEC005
NTIS Regs	GFE	GFEC007
TVA-State Criminal Statutes	GFE	-----
WinZip 6.3	Niko Mak	-----
Visio w/CrimeScene	Visio	330-004
CRISNet Cruiser	MEGG	350-015
AIMS 2000 Recovery CD	Action Systems	102-001-008
Manuals	Manufacturer	V&A Part No.
COTS Manuals	Action Systems	----
AIMS 2000 Operations Manual	Action Systems	----

Warranty Information

Warranty of Supplies of a Noncomplex Nature

ONE-YEAR LIMITED WARRANTY

Action Systems, a Division of V&A Incorporated (hereafter referred to as Action Systems) warrants that the hardware (but not the software) included in the product sold by Action Systems will be free from defects in materials and workmanship for one (1) year from the date of shipment by Action Systems.

NINETY-DAY REPLACEMENT PARTS LIMITED WARRANTY

Replacement parts shipped by Action Systems are warranted against defects in materials and workmanship for ninety (90) days from the date of shipment by Action Systems or until the expiration date of the original One, Two or Three-Year Limited Warranty, Two-Year Limited Warranty or One-Year Limited Warranty, as the case may be, whichever is longer.

TERMS OF LIMITED WARRANTIES

The One, Two or Three-Year Limited Warranty and the Ninety-Day Replacement Parts Limited Warranty are granted to the initial customer end-user only and are nontransferable. Any claims under these warranties must be made before the end of the applicable warranty period. During such period Action Systems, at its option, will: repair or replace any part covered by the One, Two or Three-Year Limited Warranty or the Ninety-Day Replacement Parts Limited Warranty which is determined by Action Systems to be defective in materials or workmanship, or provide a credit or refund.

Action Systems reserves the right to substitute functionally equivalent new or serviceable used parts. Action Systems' responsibility is limited to repair, replacement, credit or refund, any of which may be selected by Action Systems at its sole discretion. Unless otherwise stated herein, the cost of labor is not covered by any Action Systems warranty.

The One, Two or Three-Year Limited Warranty and Ninety-Day Replacement Parts Limited Warranty cover only defects arising under normal use and do not include malfunctions or failures resulting from: misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, unusual temperatures or humidity, improper installation or damage to the LCD display screens determined by Action Systems to have been caused by the customer, with respect to notebook computers, or repairs made by anyone other than Action Systems, Action Systems-qualified third-party service providers, or you with the assistance of Action Systems technical support.

The One, Two or Three-Year Limited Warranty and Ninety-Day Replacement Parts Limited Warranty does not cover defects or damage arising from the disassembly, or attempted disassembly, without the assistance of Action Systems technical support or other authorized personnel, of the product.

RETURN PROCEDURES

You are responsible for returning products to Action Systems at your expense. Prior to returning product(s) to Action Systems for warranty service, you must obtain a Return Merchandise Authorization (RMA) number from Action Systems by calling 505 526-6606 (domestic and international customers). For the purpose of these limited warranties and support policies, a “domestic” customer is a customer located in the contiguous 48 States of the United States of America, Hawaii, Alaska, and Canada. To obtain an RMA number, you must provide Action Systems with your valid charge card number (VISA, MasterCard or other issuer acceptable to Action Systems) or an Action Systems-authorized open Purchase Order to cover the replacement cost of the part or product at the time you obtain the RMA number. If you fail to return the defective part or product to Action Systems as set forth below, Action Systems will charge you both the cost of the part or product and a twenty five percent (25%) restocking fee. Action Systems will process this charge only if you fail to return the defective part or product at your expense within ten (10) business days (thirty (30) business days for international customers) from the date you obtain the RMA number. Replacement parts or products will be shipped to domestic customers at Action Systems’ expense, subject to availability, via second day delivery service and at international customers’ expense within five (5) business days from the date they obtain an RMA number. Action Systems shall not be responsible for failure of the delivery service to make on-time delivery. All costs of returning the defective part or product to Action Systems, including insurance, must be paid by you. All costs relating to the shipment of defective parts or products, including insurance, and if applicable, import and export duties, and all other fees and charges imposed by government or quasi-governmental agencies or officials must be paid by international customers for shipment both ways. If you cannot provide your valid charge card number or Action Systems-authorized open Purchase Order, Action Systems will not ship replacement products.

You must ship the product(s) to Action Systems in the original packaging, prepaid and insured by you, (International customers must ship the product(s) to Action Systems via DHL, Federal Express, UPS or another international courier acceptable to Action Systems (a “Qualified Courier”) with the RMA number clearly identified on the packaging.

Please retain your shipping information, including tracking numbers, until your account has been credited by Action Systems. This will serve as your proof of return. Any product(s) replaced by Action Systems shall become the property of Action Systems. If Action Systems determines that failure of the product(s) was not a result of a defect in materials or workmanship, Action Systems reserves the right to charge you for parts and labor at Action Systems’ then current labor rate. Action Systems will advise you prior to assessing these charges.

TECHNICAL SUPPORT POLICY

Action Systems provides free telephone technical support service with respect to installation and configuration of all hardware products sold by Action Systems. Action Systems also provides free telephone technical support service with respect to the configuration of factory installed software for thirty (30) days from the date of shipment. The Action Systems telephone technical support service number is 505 526-6606 (domestic and international customers).

TECHNICAL SUPPORT PROCEDURE AND SERVICE (FOR DOMESTIC CUSTOMERS ONLY)

If you need technical support for your Integrator, and are a domestic customer, please call 505 526-6606 to speak with an Integrator technician. The technician will troubleshoot the reported problem and determine if the product should be returned for further diagnosis. If the technician believes a

computer problem cannot be resolved by telephonic technical support, and you have owned the computer for no more than one year from the date originally shipped to you, you will be entitled to the Action Systems One Year Standard Service. The cost of labor is covered by Action Systems under this service. The procedures for this service are as follows:

One Year Standard Service

1. Before you ship your computer for Service, you must call 505 526-6606. The technician will contact an overnight carrier and the carrier will send packaging materials and instructions to you.
2. When you receive the packaging materials, read the instructions and call the carrier at the number provided in the instructions to request pick-up. You must completely package the product prior to the carrier's pick-up.
3. The carrier will pick up the packaged product from the agreed upon location and deliver it to the repair location.
4. Once the repair is complete, the carrier will return the product to the previously agreed upon location.

NOTE:

Action Systems is committed to a timely product repair process. Therefore, every reasonable effort will be made to return repaired products to you within seven (7) business days from the time of the carrier's pick-up under the One Year Standard Service. Action Systems is not responsible for delays in the repair process.

Optional Second and Third Year Service

You may purchase a second and third year extended service at the time of your computer purchase. The cost of labor is covered under this service. You may also purchase expedited product repair as part of your extended service, which shall cover years, one, two and three. Under this process, every reasonable effort will be made to return repaired products to you within three (3) business days from the time of the carrier's pick-up. Call 505 526-6606 for details. Action Systems is not responsible for delays in the repair process.

This service option includes a preventive maintenance check where each unit is subjected to an acceptance test after which all components, which have degraded due to norm wear and tear, will be replaced. Case batteries, cable and case connectors are those components, which typically will be repaired or replaced.

Components missing or subjected to failures resulting from: misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature,

unusual temperatures or humidity, improper installation or damage to the LCD display screens determined by Action Systems to have been caused by the customer, with respect to notebook computers, or repairs made by anyone other than Action Systems, Action Systems-qualified third-party service providers, or you with the assistance of Action Systems technical support are not covered by this warranty provision.

All product(s) returned to you will include verification of applicable repair, if any. If you have any questions concerning the technical support procedure or product repair, please call 505 526-6606.

NOTE:

The above service options are only available for customers located in the contiguous 48 States of the United States of America, Alaska, Hawaii and Canada. International customers must call 505 526-6606 for instructions regarding service.

LIMITATIONS

PRODUCTS SOLD BY ACTION SYSTEMS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT DEVICES OR SYSTEMS WITHOUT THE EXPRESS WRITTEN APPROVAL OF THE CEO OF ACTION SYSTEMS. ACTION SYSTEMS MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO SOFTWARE INCLUDED IN ANY PRODUCTS SOLD BY ACTION SYSTEMS, AND ALL SOFTWARE IS SOLD "AS IS" AND "WITH ALL FAULTS."

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